



County of Los Angeles
CHIEF ADMINISTRATIVE OFFICE

713 KENNETH HAHN HALL OF ADMINISTRATION • LOS ANGELES, CALIFORNIA 90012

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<http://cao.lacounty.gov>

DAVID E. JANSSEN
Chief Administrative Officer

Board of Supervisors
GLORIA MOLINA
First District

YVONNE B. BURKE
Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

March 6, 2007

To: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: David E. Janssen
Chief Administrative Officer

ANIMAL CARE AND CONTROL - CENTRALIZED CALL CENTER

On January 23, 2007, on motion by Supervisor Michael D. Antonovich and Supervisor Don Knabe, your Board directed the Chief Administrative Officer (CAO) to work with the Department of Animal Care and Control (DACC) to determine the best way to improve the centralized call center, and report back to the Board in 30 days.

My staff has worked closely with DACC and the Internal Services Department (ISD) to identify the problems arising at the call center relating to long wait times, dropped calls and misdirected calls. We conducted a survey of other County Departments that have a centralized call center (Children and Family Services, Public Social Services, Assessor, and Child Support Services) and discovered that they have more operators available to answer incoming calls than DACC, even though DACCs incoming call volumes are substantially higher. In addition, ISD, who assisted with the design and implementation of DACCs Voice-over Internet Protocol (VoIP) communications system, provided incoming call center statistics which revealed that the long wait times, dropped calls, and misdirected calls were primarily due to the lack of sufficient operators available to answer the large call volumes coming into the call center. The centralized call center operates 24-hours a day, seven days a week.

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Based on the information above, the CAO supports the addition of 16.0 additional positions and \$804,000 in funding to alleviate the call center problems. We have included these additional amounts in their fiscal year 2007-08 Proposed Budget. The additional operators will provide enhanced public service by reducing the long wait times, number of dropped calls and misdirected calls that come into the call center.

If you have any additional questions, please contact Ernie Miyamoto of my staff at (213) 974-1178.

DEJ:SRH:DL
RG:EM:yjf

c: Executive Officer, Board of Supervisors
Marcia Mayeda, Animal Care and Control

Additional.positions.dacc.bm